

**Subject:** Re: another transmittal

**From:** Donald Duckworth <duckworth.donald@gmail.com>

**Date:** 09/23/2011 07:24 PM

**To:** Rosemary Hinkson <rosemary.hinkson@lacity.org>

**CC:** Miranda Paster <miranda.paster@lacity.org>, Paul Makowski <paul.makowski@lacity.org>, Emelia Tso <emelias.tso@lacity.org>

Thank you Rosemary.

We would like to acknowledge and commend Emelia Tso for her initiative and client service sensitivity for assisting the BID and its insurance broker in connecting with the right person in the CAO's Office. It would have been easy for her to say: "that's not my department." Instead she jumped to our rescue early this morning saving frustration for all. Her performance really communicates that she cares about doing a top quality job, which will inspire our confidence as we work with her in the future.

And thank you too, Rosemary for your thoughtful communications.

On Fri, Sep 23, 2011 at 3:47 PM, Rosemary Hinkson <[rosemary.hinkson@lacity.org](mailto:rosemary.hinkson@lacity.org)> wrote:

Don,  
FYI: Update

The invoices for Westchester BID have now been processed and approved for payment.  
Thanks,

On Fri, Sep 23, 2011 at 10:17 AM, Donald Duckworth <[duckworth.donald@gmail.com](mailto:duckworth.donald@gmail.com)> wrote:

Thank you Rosemary. It was very frustrating to have Rick tell me we were on our own and he couldn't help us. I'm feeling well taken care of now. Thank you.

On Fri, Sep 23, 2011 at 8:36 AM, Rosemary Hinkson <[rosemary.hinkson@lacity.org](mailto:rosemary.hinkson@lacity.org)> wrote:

Hello Don,  
I am working with my staff to have this matter resolved with the Risk Management Section of the CAO Office.  
Thanks,

On Thu, Sep 22, 2011 at 4:27 PM, Donald Duckworth <[duckworth.donald@gmail.com](mailto:duckworth.donald@gmail.com)> wrote:

The WTC BID has the insurance. There has never been a break in the

BID's coverage. It's difficult for an outsider to "fix" a systemic issue with the City website. I have asked the broker to personally telephone the CAO's Office in search of a correction. Emelia or Rick can you direct us to a specific person and telephone / email? It's fair to say we need some assistance from our advocates on the inside of City Hall.

At this point the BID's inability to get proper credit for the insurance that it has is preventing the transfer on over \$100,000 of property owner assessments. Doesn't that besmirch the City's BID administration? I think it negatively reflects on me as an Executive Director. I'm again asking the BID's insurance broker to make some telephone calls and correct the problem. In his defense, we are "shooting in the dark."

How about I hand carry a certified paper copy of the Certificate of Insurance to the City Clerk's Office right now? Will that work?

I think that if the system is broken, that we all have an obligation to put out collective shoulders to the wheel in order to fix it. How can I help resolve this?

Thank you everyone.

On Thu, Sep 22, 2011 at 1:56 PM, Emelia Tso <[emelia.tso@lacity.org](mailto:emelia.tso@lacity.org)> wrote:

Hi Don,

I've got your original invoices by UPS but your insurances are still not in compliance.

Please advise.

thanks.

Emelia Tso  
Special Assessment Section  
Office of City Clerk  
[213-978-1110](tel:213-978-1110)

On Wed, Sep 21, 2011 at 4:01 PM, Donald Duckworth <[duckworth.donald@gmail.com](mailto:duckworth.donald@gmail.com)> wrote:

These originals have been sent to Emelia by UPS. Please let me know when the funds will transfer. Thank you.

On Wed, Sep 21, 2011 at 3:26 PM, Emelia Tso  
<[emeliaso@lacity.org](mailto:emeliaso@lacity.org)> wrote:

--Thanks.

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Thanks.

Emelia Tso  
Administrative Service Division  
Office of City Clerk  
[213-978-1110](tel:213-978-1110)

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Rosemary Hinkson  
Senior Management Analyst  
Special Assessments Section  
Office of the City Clerk  
[213-978-1082](tel:213-978-1082)

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Rosemary Hinkson

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